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The Courier



Canadian Properties of
Dominion Gas and Electric Company





OUR LATE PRESIDENT

MR. CHRISTOPHER JAMES YORATH, M.I.C.E.: M.E.I.C.

The Courier

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IN CANADA

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No. 22.

CALGARY, ALBERTA

July, 1932

IN MEMORIAM

This number of The Courier is published in memory of our late President, and so that those associated with him may have some lasting record of a deeply mourned friend.

His picture is on the opposite page. The story of his all too brief life forms one of our articles. Extracts from the many laudatory comments, which appeared at the time of his death, are on subsequent pages. The first article in the first number of The Courier, which was written by him, is reprinted both because of its general interest but more because it was typical of the man. The subject was "Esprit de Corps". Loyalty he gave and in return received it in full measure.

The Courier will be read by few people who were not on terms of friendship with Mr. Yorath. For them no eulogy of his high qualities of heart and mind is necessary. Let us say, however, that he was of great

courage, energy and sincerity; that as a driver he drove himself the hardest; that readily gaining friendship he gave royally; headstrong and successful, he was generous and sympathetic to a fault.

With his vitality, his optimism, his dauntless and cheerful outlook, he was the embodiment of the aggressive spirit of the youth of a young country. The future seemed to hold out every promise of many happy years of ever increasing usefulness and achievement. However, that was not to be; the end came suddenly and unexpectedly from an unrealized infirmity of the heart, in the full tide of his activity.

Mourn him we must—remember him we will—but there is the consolation that to few men is it given to have a fuller, happier, or more successful life, and whose going leaves behind so great a void in the hearts of such a numerous company of friends.

**CALGARY AND EDMONTON NEWSPAPER EDITORIAL
TRIBUTES**

Calgary Albertan:

Mr. C. J. Yorath was one of the outstanding younger men in Canadian public life. His death is a double tragedy inasmuch as those who worked with him and those who knew him feel that his possibilities far exceeded his achievements, considerable though the latter undoubtedly were.

The Albertan extends its deepest sympathy to the members of Mr. Yorath's family and to his many friends.

A man of tremendous vitality and wide interests, Mr. Yorath left the imprint of his personality upon the business and social life of Calgary in a manner unequalled by any of his associates. He will be remembered as a brilliant business executive, a forceful speaker, a dominant public figure, and, in private life, a fine sport and a most hospitable man.

He is known to Calgarians chiefly as President of the Canadian Western Natural Gas, Light, Heat and Power Company, Limited, and for the other industrial enterprises in which he was interested. Yet his early public life was concerned almost exclusively with civic administration, from the days when he worked in London, under Sir Alexander Birnie, to the time when he was commissioner of public works and finance for the City of Edmonton.

He is referred to advisedly as a younger public man, not only because he died in his prime but

also because those who knew him never associated him with age, with indecision or with defeat.

Edmonton Bulletin:

Mr. C. J. Yorath has played a prominent part in the financial and business affairs of Alberta since he came here ten years ago to take the position of finance and public utilities commissioner for Edmonton. The unusual ability he displayed in directing these municipal interests through a time of difficulty was shown in no less marked degree in the management of the large private enterprises with which he later became identified. He was equally well known in Edmonton and in Calgary, and his going will be regretted by a large company of personal friends in either city.

Calgary Herald:

Alberta loses another dominant factor in its development through the death of C. J. Yorath, president and managing director of the Canadian Western Natural Gas, Light, Heat and Power Company, Limited. From the time that he came to Canada in 1913 to take charge of the complicated financial affairs of the City of Saskatoon, Mr. Yorath was an important force in the many undertakings with which he became associated. His energy, his mentality, his training and his talents as an executive, inevitably brought him to the forefront and following his achievements as a successful administrator of civic financial

affairs in Saskatoon and in Edmonton, Mr. Yorath was selected as head of the Northwestern Utilities, Limited, and a little later was appointed chief executive of the Calgary Gas Company. He was entrusted with the administration of the Canadian subsidiaries of the International Utilities Corporation, which besides controlling the two companies mentioned included light and power interests in Drumheller, Nanaimo and other places. These technical and intricate enterprises were managed by Mr. Yorath with skill and energy, but the task made great drains on his physical resources and the final strain of the recent gas conservation conference at Edmonton caused a collapse from which he could not rally.

Mr. Yorath worked intensively when he worked and he played with equal intensiveness. He was an ardent golfer and badminton player and last year was president of the Calgary Golf and Country Club. Quiet, kindly and tactful, he made many loyal friends who will deeply deplore his passing. His loss will be a blow to Western Canada for as a man of vision he had in mind developments which would utilize the resources of this section of the Dominion. Men of the type of Mr. Yorath can ill be spared.

Edmonton Journal:

Though Mr. Yorath came to the province only a little over a decade ago, he had influenced its life and development to an unusual degree. The death, following a short and sudden illness, of

one who seemed so full of vitality, produces a profound shock and, among those who had the privilege of his friendship, the most genuine sorrow.

While of late years Mr. Yorath has devoted himself altogether to the work of the group of companies of which he was the executive head and the activities of which are of great concern to Albertans, the direct service that he rendered to the people of this city will not soon be forgotten. He was an exceedingly efficient civic commissioner and during his term of office did much towards putting the affairs of the municipality on a sounder basis. Besides having exceptional administrative capacity, he was able, as have been few others occupying such posts, to interpret his policies to the rate-payers and thus to secure their support and sympathy in the carrying out of the plans that he had formulated. His expositions of these and the general surveys of the city's situation that he used to make at the annual municipal meetings were models of clear and convincing statement.

Much regret was felt when Mr. Yorath resigned the commissioner-ship to take over the duties that he has since discharged and that involved his removal to Calgary. To advancing the welfare of the companies of which he assumed the direction he gave the same zealous attention as the business of Edmonton, and that of Saskatoon previously, had received at his hands. The loss that the province sustains in the passing of a man of his capacity is one of no small proportions.

BIOGRAPHICAL SKETCH

For the past eight years of his life Mr. C. J. Yorath, as the head of a number of privately owned public utilities which had been created or developed under his direction to a point of enviable efficiency and success, was a conspicuous figure in Western Canada. His views on financial and industrial matters of the moment were highly regarded. During the last few months his addresses on international debts and allied questions attracted widespread interest.

Although a Welshman by birth, he had lived in Western Canada for upwards of twenty years, and had acquired such a distinctly western outlook that it was difficult to realize that he had ever lived elsewhere. It was not, however, until he was past thirty that he arrived in Canada from the Old Country to become Commissioner of the City of Saskatoon. Prior to that he had already acquired a wide knowledge of municipal questions.

Born in Cardiff, Wales, on November 4th, 1879, Christopher James Yorth was the son of William and Mary Yorath. After

graduating from Cardiff College he was articled to James Allen, an engineering contractor, subsequently becoming attached to the staff of the City Engineer of Cardiff. There he obtained considerable practical experience in city development work, including sewerage, electrification of street railways, road making, bridge building, cost keeping, organization and supervision of administrative detail. After five years of this work Mr. Yorath became Deputy Engineer and Surveyor of the borough of Acton (near London) his first important position. Here he designed and supervised several large engineering works and civic improvements, and under Sir Alex. Birnie, the famous consulting engineer, was engaged upon drainage works of importance. At this time he was not, however, entirely occupied with practical matters, but also lectured on municipal engineering and administration at Westminster Technical Institute. As well he published several brochures on civic planning, housing, sewerage disposal, water supply, municipal government, finance and administration.

In 1913 he was offered the appointment of Commissioner for the City of Saskatoon. In the meantime he had married, had a growing family, and the attractions of Western Canada were overwhelming. It was then hardly realized that the great land boom had burst and Canada appeared a land of infinite possibilities. He promptly accepted an offer which appeared to offer opportunities out of proportion to the remuneration. From this time on his work was entirely confined to Western Canada.

The City of Saskatoon, and other neighboring municipalities, owing to excessive expenditure during boom days, had fallen into financial difficulties and for the next few years Mr. Yorath was largely engaged in endeavoring to re-establish insolvent institutions on a firm footing. The experience he so acquired was wide and invaluable. The connections he made with Eastern financial houses, and the reputation he established as a sound administrator made him from that time on a man of mark.

In 1921 he became Commissioner of the City of Edmonton. The work involved was somewhat similar to that to which he had become accustomed in Saskatoon, but the problems were larger, and the success he achieved, especially in placing the city's utilities on a sound basis, were perhaps more important. The City of Edmonton, then as now, owned its electric light and power plant, its water, sewerage and street railway

system. Before he became Commissioner, they were showing a net annual loss. In a very short time he had completely revamped their financial structure and operating basis, with the result that they were able to show a substantial profit.

In 1924 Mr. Yorath's connection with municipal affairs finally terminated. At that time he was offered the Presidency of Northwestern Utilities Limited, a company which a year before had installed a natural gas system in the City of Edmonton and some of the smaller surrounding towns, but was still very much in its infancy. Shortly afterwards the interests which controlled the Edmonton company acquired the natural gas system in the cities of Calgary and Lethbridge and intervening towns, and these properties also came under his management. At that time, owing to a failing gas supply, The Canadian Western Natural Gas, Light, Heat and Power Company, Limited, was in bad shape financially, as well as in bad odor with the public generally. To the task of rebuilding the Calgary system and placing the Edmonton property on a sound footing Mr. Yorath bent all his energies. In a very short time the physical properties were in first class operating condition. The revenues increased by leaps and bounds, and friendly relations were established with the public. During this period he was also building up and acquiring the electrical properties which are now owned by Canadian Utilities, Lim-

ited; Union Power Company, Limited; Nanaimo Electric Light, Power and Heating Company, Limited, and Duncan Utilities Limited. All of them during the construction period and afterwards until his death were under his direct control.

The history of all these companies during his life was one of continually increasing revenue on the one hand, while on the other the goodwill and confidence of the public at large was secured and maintained.

It is worthy of note that not only while engaged in municipal work, but subsequently as head of these various companies, he always maintained most friendly relations with Labor, both organized and unorganized. While in municipal work he was, of course, dealing with the Unions. Nowhere had he such warm friendships as among the Labor leaders.

Aside from his business interests, he was at all times keenly interested in athletics and until the time of his death was a keen golfer and badminton player. His social and charitable connections were wide, while he maintained an ardent interest in community life.

In 1931 he was President of the Calgary Golf and Country Club, honorary president of the Alberta Badminton Association, president of the Western Canada Polo Association, vice-president of the Calgary Polo Club, and member of

the governing board of the Ranchmen's Club, Calgary. In addition to the aforementioned clubs he was a member of the following clubs: Kiwanis Club, Calgary; Board of Trade; Glencoe Club, Calgary; Calgary Badminton Club; Chinook Jockey Club, Calgary; Edmonton Club; Edmonton Chamber of Commerce; Glenora Skating Club, Edmonton; Edmonton Badminton Club; Saskatoon Club, Riverside Country Club, Saskatoon; Assiniboia Club, Regina; Union Club, Victoria; Oak Bay Golf and Country Club, Victoria. In addition to the foregoing he was a member of the Masonic Order.

Mr. Yorath was President of Dominion Gas and Electric Company; The Canadian Western Natural Gas, Light, Heat and Power Company, Limited, Calgary; Northwestern Utilities, Limited, Edmonton; Gas Production and Transportation Company, Edmonton; Union Power Company, Limited, Drumheller; Nanaimo Electric Light, Power and Heating Company, Limited, Nanaimo, B. C.; Duncan Utilities, Limited, Duncan, B. C.; and Canadian Utilities, Limited.

In 1903 he married Miss Emily Kestell, who survives him. He is also survived by one daughter, Joyce, who has been attending school on Vancouver Island; two sons, Dennis K. and Eric J., who are both in business in Calgary, and two brothers and one sister. Several half-brothers and sisters also survive him.

ESPRIT DE CORPS

By the late Mr. C. J. Yorath

(Editor's Note—The following is the feature article which appeared in Issue No. 1 of The Courier, published in April, 1927, and written by our late President, Mr. C. J. Yorath. In our opinion this is the finest contribution which we have published.)

* * *

"The spirit of a body," or, as the dictionary gives it, "the spirit that animates a group or company of persons; comradeship."

There are, as everyone knows, many expressions in the French language which have been adopted by the English. In the majority of cases these are phrases which in English sound too hard and practical for the meaning they are intended to convey. "Esprit de corps" is one of these. Compare this phrase to the English interpretation given above. The French strikes the same responsive chord that one feels when a good band plays some stirring march as it passes down the street.

But whatever we call it, whatever language we use, no organization, no club, no college or society can be a success without it. What is it that inspires bodies of people to attempt the seem-

ingly impossible? What is it that has held together the men in an army to whom defeat seems only a matter of time? What is it that changes the apparent defeat to triumphant victory? What was it that during the last war kept the men together under overwhelming hardships, mental and physical? Call it what you will—patriotism, loyalty, comradeship, esprit de corps—the result is the same.

The success or failure of every new movement can be traced to "esprit de corps", or the lack of it. For example, the French Revolution. Started by people whose loyalty to France, themselves, and their ideals, compelled them to revolt against the minority which they believed was killing their self-respect yet enhancing their comradeship. But, when the old dynasty was overthrown and a new one was to take its place, esprit de corps was thrown to the winds, every man wanted something for himself, and the revolution became a fierce and bloody scramble for individual honors. They had forgotten the unity of spirit which had originally inspired them. Then Napoleon

came along. A man of the proletariat, ambitious and selfish, yet clever enough to realize that unless the French people were again inspired with that unity of spirit the chaos would never end. Once more they were imbued with the spirit of comradeship. So it is with every movement or change, great or small, it must have unity of spirit.

In this practical age of business and personal success we are inclined to overlook such things. They are regarded as impractical. But we cannot get away from them. They are always with us. No large business is successful without them. The most exacting business man, who might laugh at the idea of esprit de corps, preaches it to his employees, his clubs and his home, like everything else in this practical age, masquerading under a different name — **Co-operation**. You cannot successfully co-operate without esprit de corps, and you cannot obtain the true spirit of the latter without the former.

Co-operation is the fundamental upon which all business is founded. The theory of separate and distinct departments has long since been discarded. The stenographer must co-operate with the secretary, the bookkeeper must

work loyally with the sales force, the employee must recognize the authority of and co-operate with the manager, the outside man must pull with the office employee. The higher will be the degree of efficiency and the greater will be the success of the business, the nearer these essentials are lived up to.

No business can be built up on envy and personal animosity. Every employee must play the game, not individually but collectively. Team play in business is just as essential to success as it is in sport. If you really want your team to score that winning goal then—**Pass, don't hog the ball!**

The lack of loyal co-operation is like stabbing your organization in the back. Your head office is unable to rely upon your manager, your manager is unable to rely upon you, he does not know what to expect, he and head office are at loose ends, they are lost. If they are lost, where are you?

Therefore — for the good of yourself and your company — **Co-operate**. Be loyal to head office, be loyal to your manager, your department "boss", your fellow-employees, and, above all, be loyal to yourself.

TRIBUTES PAID TO THE LATE Mr. C. J. YORATH THROUGH THE PRESS

By Prominent Citizens of Western Canada

Calgary Albertan:

From many walks of life came expressions of regret at the death of C. J. Yorath.

Residents of the City of Calgary who had associated with the gas company head in business, sport or social affairs expressed their appreciation of his work for Calgary and praised his extensive knowledge and business acumen.

Regret, both personal and official, was expressed by Mayor Andrew Davison, of Calgary:

"Mr. Yorath was a man whom it was a pleasure to know, and his place as a good citizen will not be filled easily," Mayor Davison said. "It was typical of him that ever since he took over the presidency of the gas company the relations between the company and the City of Calgary have been on a most friendly plane. The people of Calgary are to be sympathized with for having lost him."

Of the passing of Mr. Yorath, Mr. E. T. Chritchley, president of the Calgary Board of Trade, said:

"At a time like the present when clear thinking along the lines of our pressing problems is

so essential, the loss of Mr. Yorath is doubly to be regretted. He was not only one of the outstanding business men of Western Canada but also a man of broad sympathies and wide culture."

The spirit of dealings between Mr. Yorath's company and the Royalite Oil Company, Limited, was caught in the words of Mr. J. H. McLeod, president of the latter company:

"The passing of Mr. Yorath removes a man of force and achievement from the industrial and community life of Western Canada. My relations with him were for the most part in connection with the mutual affairs of our respective companies. In these he showed untiring effort in preserving complete harmony, at the same time serving the interests he represented with unswerving loyalty. Mr. Yorath's ability is testified to by the rapid climb to prominence in the Canadian West."

Many citizens of Calgary spoke of the friendly relations which had existed between the Calgary gas company and the public since presidency of the concern was taken over by Mr. Yorath. The relationship between Mr. Yorath and employees of the company exhib-

ited his remarkable capacity in matters of organization and management and his constant thought for the welfare of those with whom he was associated.

Mr. Alex. T. Hornibrook, president of the Calgary Rotary Club, said:

"Mr. Yorath's death will be a great loss to this city and province. The city of Calgary will be fortunate indeed if another man of Mr. Yorath's qualities can be found to replace him. His dealings with the city were fair and courteous to a high degree. He was a good citizen and his will be a hard place to fill in the business and social life of Alberta."

Mr. William Toole, president of Toole, Peet and Company, of Calgary, and one of the pioneer business men of the west, said: "In the death of Chris Yorath the whole of Western Canada and Alberta in particular loses one of its finest types of citizen. His career since he came to Canada is the best evidence of his executive ability. He was equally outstanding in sporting, club and social circles, and Calgary and Edmonton lost a man in the prime of life of the most attractive personality, who was always ready to do more than his share."

Mr. T. M. Carlyle, president of the Calgary Kiwanis Club, of which Mr. Yorath was a member, said: "In the untimely death of Mr. Yorath the Kiwanis Club loses one of its most outstanding members.

He valued his membership and attended on every possible occasion. He was a man of integrity and great promise, and his place in the Kiwanis Club and the community at large will not easily be filled."

Edmonton Journal:

High tribute to the memory of C. J. Yorath, former commissioner of Edmonton, who died in Calgary Saturday, was paid by Edmonton civic leaders Sunday. Mr. Yorath's former associates at the civic block expressed deep regret at his death.

"I am deeply shocked to hear of the death of Mr. Yorath. He was by no means an old man and there is no doubt he had a great future ahead of him," declared Mayor D. K. Knott, of Edmonton.

"The business world of Alberta loses one of its best-known and best-liked figures. Mr. Yorath was a very fine man to meet, personally. During his connection with the city in a difficult period he displayed considerable executive ability."

"I heard the news of Mr. Yorath's death with extreme regret," declared Commissioner David Mitchell, of Edmonton, who succeeded Mr. Yorath as commissioner.

"As comptroller, I was personally associated with Mr. Yorath for about three years. I knew him as a man of wonderful ability with a real genius for organization."

"In the death of Mr. Yorath the province has lost an able and honorable citizen," stated D. M. Duggan, M.L.A., mayor of Edmonton in 1921 when Mr. Yorath was appointed commissioner.

"He was a man of unusual energy and ability. My several years of association with him at the city hall are among my happiest memories," Mr. Duggan added.

Saskatoon Daily Star-Phoenix:

"Mr. Yorath came to Saskatoon highly recommended and he certainly lived up to his reputation in every respect," said Commissioner Andrew Leslie, of Saskatoon, in commenting upon the passing of his former business associate and friend. While Mr. Yorath was commissioner here Mr. Leslie was city clerk, and later assistant commissioner.

"Coming to Saskatoon at the end of the boom, Mr. Yorath was confronted with no easy task," Commissioner Leslie emphasized, "but he surmounted all problems of administration as they arose in a manner that reflected credit to the city as well as to himself."

"Mr. Yorath was an engineer of great ability," declared Mayor J. E. Underwood, of Saskatoon, expressing his regret at the passing of a friend and one who was also a member of his profession. High tribute was also paid by the mayor to the executive ability of Saskatoon's former city commissioner who was known throughout

the Dominion, not only as an authority on civic matters, but as a utilities administrator.

"I am very sorry to hear of the death of Mr. Yorath whom I considered a personal friend," said Alderman John W. Hair, ex-Mayor of Saskatoon. "Not only was he a highly trained official, but he also possessed personal qualities which accounted for his scores of staunch friends."

Prince Albert Daily Herald:

Mayor H. M. Sibbald, of Prince Albert, expressed his regret personally on receiving the news, adding that he felt it would be received similarly throughout the city, Mr. Yorath having become known to many people during the negotiations for the disposal of Prince Alberta's power plant to Canadian Utilities.

Lethbridge Herald:

A. G. Baalim, of Lethbridge, a director of the Canadian Western Natural Gas, Light, Heat & Power Company, Limited, said: "I can scarcely realize that Mr. Yorath is gone. It is a tremendous loss to the company and to the province of Alberta. Going in the prime of life when working out expansions of major importance, his passing is most unfortunate and he will be difficult to replace. I admired C. J. Yorath very much and we will greatly miss him. He was esteemed by the employees because he was just 'one of the boys'—always just and considerate and thoughtful."

EXTRACTS FROM NEWSPAPER TRIBUTES

Lethbridge Herald:

The late Mr. Yorath visited Lethbridge many times in connection with his duties, and also as speaker before the Lethbridge Board of Trade at annual and special meetings. He had an abiding faith in Alberta, and had a wide knowledge of financial and economic affairs from a world viewpoint. On his last public appearance here he addressed a large audience on the international aspect of war debts and reparations, declaring that these would have to be scaled down so that the world could pay out. . . .

Mr. Yorath was a keen sportsman, and took part in the development of golf, badminton, polo and various winter sports. He was a member of the Kiwanis, and member of the Masonic order.

Calgary Herald:

His genial relations with the public and with the staffs of the various companies over which he presided won him many warm and devoted friendships. He was an enthusiastic golf and badminton player

Edmonton Journal:

During the years he had been commissioner in Saskatoon and Edmonton, Mr. Yorath had made an international name for himself as an economist in municipal affairs and in the administration of public utilities.

His opinions and addresses on these subjects were widely quoted in influential and authoritative publications. Mr. Yorath himself was the author of numerous brochures on city planning, housing, water supply, sewage disposal, civic government, municipal finance, city administration and other kindred subjects. . . .

One of Mr. Yorath's well remembered utterances was that when he had come to Canada he had had visions of town planning in a new country, but found to his dismay that his principal work had been correcting errors resulting from lack of planning. . . .

Mr. Yorath's genius at organization become more apparent as the companies he directed branched out.

Calgary Albertan:

Training under some of the best engineers of Great Britain well fitted Mr. Yorath for the duties he was later to take up. A gifted speaker and a close student of world affairs, he early made his mark in Western Canada, the land of his adoption. . . .

Courtesy, said his friends, might be said to be the outstanding characteristic of the late Mr. Yorath. . . .

During the past winter Mr Yorath spoke frequently at service clubs and other gatherings, giving his opinion on world problems. He reiterated in each address the fact that reductions in arms must accompany all cancellations of international debts, giving as his opinion that cancellation alone might mean financial power for further strife.

Business associates said that Mr. Yorath's understanding of the Alberta gas situation was unique.

. . .

It was in the unification of major utilities that Mr. Yorath displayed the touch of genius that brought him into continent-wide prominence. . .

The late Mr. Yorath was prominent in Western Canada as a business executive. His passing brought forth tributes which stressed his rapid rise to a pinnacle in the industrial life of the country. Friends and intimate business associates were mindful of his warmth of heart and sporting instinct. His outward quietness, friends said, was the manifestation of unswerving determination in the conduct of public affairs and the work of the utility interests he represented.





CALGARY:

Mr. P. D. Mellon, Chief Engineer and Superintendent of the Calgary Gas Company, is being congratulated upon the birth of a son and heir. The great event took place on May 12th.

* * *

We are glad to hear that Ernie Briggs is recovering rapidly after having his appendix removed.

* * *

Pat Brown of the Calgary office of the Canadian Utilities Limited has been transferred to the staff of the Gas Company, and Jack Willis of the Gas Company has turned electrician.

* * *

Alex. Shields at the West End Shop is also receiving congratulations. Alex. was recently made the proud father of a brand new boy.

* * *

Mr. H. S. Watts, Secretary-Treasurer of the Calgary Gas Company, has left for a two months' trip to England. We wish him bon voyage.

* * *

Mr. P. D. Mellon and Mr. Neil MacKinnon represented the Company at the Canadian Gas Association Convention held in Winnipeg this June.

PRINCE ALBERT:

Mr. E. Kelly reports that the Kinistino plant has been shut down and that the town is now being supplied with electricity by the plant at Melfort.

* * *

It is anticipated that the line being constructed from Star City to Prince Albert will be completed by August 1st of this year.

* * *

Mr. H. W. Allen of the Calgary office has been in the Prince Albert district for the past few months.

* * *

DRUMHELLER:

We are glad to hear that Miss Loree of the Union Power Company office staff is making satisfactory progress after her recent operation.

* * *

Mr. R. Sutherland, we are glad to note, has completely recovered from his recent operation and is looking better after his holidays.

* * *

GRANDE PRAIRIE:

The additions to the Grande Prairie power plant building have been practically completed. It is intended to dismantle the 300-h.p. unit now at Vegreville at an early date. This unit will then be shipped to Grand Prairie, bringing the total capacity of the plant up to 800 h.p.

THE COURIER

EDMONTON:

We are please to see George Lincker back after an illness of three months.

* * *

Mr. Ernie Bell attended the Canadian Gas Association Convention at Winnipeg in June.

* * *

The main topic of conversation just now is "where to spend our holidays."

* * *

Miss Enid Norquay is taking the most fortunate trip as she is leaving early in July for England. While abroad Miss Norquay plans to visit France, Italy and Germany, returning to Edmonton in October.

* * *

Miss Lois Osburn is leaving the first week of July to spend two months at Victoria, visiting her parents.

* * *

We wish to welcome Paul Graham who is back again with us at the warehouse.

* * *

We also are pleased to welcome Mr. Milton Turner to the meter reading staff.

* * *

Miss Zenie Dolighan has been transferred to the Commercial Department for the summer months.

* * *

Things we would like to know: How Dave Airth's hand is getting along now.

* * *

Viking springs another surprise by bringing in the biggest well in the field a few weeks ago—11,000,000 cubic feet!

* * *

DUNCAN:

Congratulations are due to Joe Piper, Duncan line foreman, for his prowess in winning the handsome Cowichan Branch Canadian Legion Challenge Cup in their first annual tournament held recently.

LETHBRIDGE:

Special notice to all concerned: The Canadian Western Natural Gas Co. Soft Ball Team of Lethbridge hereby challenge any other Gas Company Soft Ball team to a match to be played at the town of Nanton or Claresholm, date to be set later. Losing team to pay all expenses.

* * *

We wish to congratulate Mr. H. R. Miiner on his appointment to the presidency of this Company. We are looking forward to an early visit from him.

* * *

"P. D." must be some engineer to beat the stork by twenty minutes in a 150-mile auto race.

* * *

Your scribe (R. S. Winter) was privileged to be present at a party given by the boys of the Main Line Camp, better known as Harrison's Camp, and can vouch for it being second to none and very well attended.

* * *

The following Company officials paid us a flying visit during the month: Messrs. P. D. Mellon, S. E. Slipper, F. J. Heuperman, and H. E. Timmins.

* * *

INDIAN HEAD:

Mrs. Stephenson and family left for a holiday at their home in Victoria, B. C.

* * *

Editor's Note—It is customary for the Editor to send letters to all branches of the organization, requesting news for this column, about two weeks before we go to press. There are about four branches that reply to our letters regularly, giving us what news they may have. The others we never hear from. Even if you have no news, we would appreciate an acknowledgment of our letters, letting us know that nothing of interest has taken place in your locality during the past three months.

THE COURIER

PUBLIC SERVICE

(The following is the concluding installment of a collection of paragraphs taken from a booklet published by the Union Gas and Electric Company of Cincinnati, Ohio, entitled "Your Company". Other extracts from this booklet were published in our last two issues. The complete set can be obtained from the Editor upon application.—Editor's Note.)

* * *

TROUBLE SHOOTING

You also have an unusual opportunity to make friends for your company and to leave behind you an impression of courtesy and helpfulness which will be of great value to us and to yourself. Every call you make is to correct some trouble or inconvenience to the customer. He looks to you for help, and when you give it promptly, in a polite and efficient manner, you are helping to build a friendship for the company.

On arriving at a home, state your errand briefly, and if your company identification is requested, produce it promptly and pleasantly. Never show irritation when requested to show your company credentials; remember, actual cases are known where impostors have entered homes by pretending to be our employees. . . .

Do not make promises to the customer unless you are certain that they will be fulfilled. . . .

Keep your own safety and that of our customers foremost in your mind. Safety, for your own sake, for your family's sake, and for the sake of your company.

CONSTRUCTION CREWS

Your work of itself does not bring you into personal contact with many of our customers, but don't get the idea that you are not seen. The public loves to watch a crew of workmen on a construction job, and they are quick to judge a company by the way its

employees carry out their work. You do not have time to engage in conversation with the public, but you will be asked questions now and then. Your company expects you to be courteous; rudeness is never called for, and is inexcusable.

You are seen by thousands of people, some interested, some otherwise, some stockholders of your company. Perform your work in such a manner as will impress all who see you with the thought that you are interested in getting the job finished.

In working on or near private property, be considerate of the owner. Use the same care with his buildings, lawn, fences, flower beds, etc., that you would like to have shown to your own property.

Safety should always be the keynote of your performance.

TRUCK AND AUTOMOBILE DRIVING

Your car is plainly marked with your company's name; accordingly, you represent no excuse for violation of the traffic laws; you are the company in traffic, and we are judged by your actions.

Know the traffic rules thoroughly. Drive carefully, and with constant thought for the safety of others and yourself. This is essential as the driving of our cars is a matter of business with you, so the traffic laws are a part of your business rules. Don't fail to make use of the recognized signals as you drive.

Don't crowd other cars in traffic. Don't be a "road-hog". Extend the courtesy of the road at all times. Remember that the conduct of automobile drivers is always subject to special attention from the public. Don't crowd pedestrians at crossings, or try to "beat" the traffic lights in your desire to hurry. Any driving discourtesy of yours is a reflection, not against you, but against your company.

THE COURIER

CO-OPERATION BETWEEN DEPARTMENTS

The "family idea" applies just as much to contacts between departments as it does to the conversations of individual employees. No barb-wire fences separate the departments of our company; we are all one large family working toward the same objective—the serving of our customers. When in the course of your duties you find occasion to work with other departments, approach them in a spirit of co-operation—never with the attitude of "passing the buck".

CONCLUSION

These paragraphs might all have been condensed into one short sentence—one known to all of us—the

"Golden Rule." We have tried to repeat, in briefest form, some of the principles which represent the policy of your company towards our treatment of our customers. Nothing in this booklet is new—actually, the suggestions made to various classes of employees have been followed for years. Our purpose in presenting them in this form is that you—regardless of what position you hold—may know what your company's attitude is towards our customers, and that you may apply these principles to your own work.

Please think this thing out for yourself. You are your company—your performance on the job, and your influence away from the job are the only tools with which our friendships may be fashioned.

TWO SPRING RECIPES

Hesperia Lee Aylsworth
Home Service Director - Calgary

Fresh Fruit Roll— $\frac{3}{4}$ cup cake flour, $\frac{1}{2}$ tsp. baking powder, $\frac{1}{4}$ tsp. salt, $\frac{3}{4}$ cup sugar, 1 tsp. vanilla, 4 egg whites, stiffly beaten, 4 egg yolks, beaten well, $1\frac{1}{2}$ cups crushed strawberries (drained)

Sift flour once. Measure and add baking powder and salt. Sift three times more. Fold sugar into egg whites, a small amount at a time. Add egg yolks and vanilla. Fold in the flour gradually. Pour into a pan $13\frac{1}{2}$ x $9\frac{1}{2}$ inches, lined with greased paper, and bake in a 400-degree oven for 13 minutes. Turn out at once on a damp cloth, covered with powdered sugar. Remove paper. Quickly cut off crisp edges of cake. Spread with crushed strawberries and roll. Wrap in cloth until cool. Cover with whipped cream

and serve in slices topped with whipped cream and crushed strawberries.

Fresh Strawberry Tart—2 pkgs. strawberry jelly, 2 cups boiling water, 1 cup cold water, 2 cups crushed strawberries, $\frac{1}{2}$ cup powdered sugar, $\frac{1}{4}$ tsp. salt. 1 cup cream, whipped and sweetened.

Dissolve jelly in boiling water, then add cold water and salt. Chill. Crush strawberries and allow to stand after sprinkling with sugar. Add jelly. baked pastry shell. Chill until firm. Garnish with whipped cream and sliced strawberries. One large or several small tarts can be made with this recipe.

Note—The sandwich recipe in last issue was for "sauteed egg" instead of "salted egg".

